

**Message: RE: Professional Case Manager****✉ RE: Professional Case Manager**

**From** Kraft, Emily  
**To** 'Carrie Hoelscher'  
**Cc**

**Date** Wednesday, January 4, 2017 11:03 AM

 [image001.jpg](#) (3 Kb HTML)  [image002.jpg](#) (5 Kb HTML)  [image003.png](#) (7 Kb HTML)

Her services should be calculating correctly now. Let me know if they aren't

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**From:** Carrie Hoelscher [mailto:[carrie@allianceforlifemissouri.com](mailto:carrie@allianceforlifemissouri.com)]  
**Sent:** Wednesday, January 04, 2017 10:35 AM  
**To:** Kraft, Emily  
**Subject:** RE: Professional Case Manager

Oops, sorry! That'd be my fault! Her effective date was 12/19.

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**From:** Kraft, Emily [<mailto:Emily.Kraft@oa.mo.gov>]  
**Sent:** Wednesday, January 4, 2017 9:21 AM  
**To:** 'Carrie Hoelscher' <[carrie@allianceforlifemissouri.com](mailto:carrie@allianceforlifemissouri.com)>  
**Subject:** RE: Professional Case Manager

Hi Carrie - She's entered as a professional CM, however, there was no effective date entered on the PQS form, so I used 12/29 as the effective date. If the services are for before that date, they will show up as \$0. What date are you needing me to change the effective date to?

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**From:** Carrie Hoelscher [mailto:[carrie@allianceforlifemissouri.com](mailto:carrie@allianceforlifemissouri.com)]  
**Sent:** Wednesday, January 04, 2017 9:14 AM  
**To:** Kraft, Emily  
**Subject:** Professional Case Manager

Good Morning Emily,

Stacey Marshall (the new case manager you recently entered in the database for Alpha House) is a Professional CM, however, I think you may have entered her in the system as a Non-Professional because her services are billing for \$0 on the December invoice when they're entered under her name as a Professional CM. Would you mind checking on that for me so we can figure out what's going on?

Thank you!

*Carrie*

Carrie Hoelscher

A2A Program Manager



Email 1

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